

18304 U.S. PTO  
102003

IBM Docket No. RSW920030199US1

**In the United States Patent and Trademark Office  
Patent Application Transmittal**

*Transmitted herewith for filing is the Patent Application of:*

Inventors(s): Douglas A. Wood  
For: System and Method for Root Cause Linking of Trouble Tickets  
Assignee Name: International Business Machines Corporation  
Assignee Residence: Armonk, New York

22264 U.S. PTO  
10/689500  
102003

**Enclosed are**

- 14 pages of specification, including 10 claims, plus 5 sheets of *formal* drawings.  
X An assignment to International Business Machines Corporation, Armonk, New York 10504.  
A certified copy of a/an application.  
X Declaration and Power of Attorney.  
x PTO-1449 & references  
x A return post card  
Other:

**Filing Fee Calculation (For Other Than Small Entity)**

Basic Fee:							\$770.00
Claims Fees:		Filed	Limit	Extra		Rate per Extra	
Total claims:		10	20	0		\$18.00	\$0.00
Independent claims:		3	3	0		\$86.00	\$0.00
	Multiple Dependent Claim Presented					\$290.00	\$0.00
Total							\$770.00

Please charge the Deposit Account identified below for the **Total** set forth above. The Commissioner is authorized to charge payment of any additional filing fees required under 37 CFR §1.16 and any patent application processing fees under 37 CFR §1.17 or to credit any overpayment to the identified account. A duplicate copy of this sheet is enclosed.

**Express Mail Certificate**

Mail Label Number: ER 573048201

Date: Oct. 20, 2003

I hereby certify that I am depositing the papers identified above with the U.S. Postal Service "Express Mail Post Office to Address" service on the above date, addressed to Mail Stop Patent Application; Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

*Linda Dupont*  
Linda Dupont

BY: *Gerald R. Woods*

Gerald R. Woods

Attorney of Record Reg. No. 24,144

Date: Oct. 20, 2003

Customer Number: 25259

Deposit Account Number: 09-0461

Telephone: 919-543-7204

Facsimile: 919-543-4330